

## TelePay

TelePay is a convenient service that allows account holders to pay US Bank statements from any touch-tone phone. Cardholders can decide the amount, time and day they want to pay. Once the cardholder has implemented TelePay, making payments is easy.

Simply call 1-800-344-5696, specify the payment amount and it will be applied. The next day the funds will be transferred from a designated checking or savings account. If the call is received before 6:00 pm CST, the payment will be posted that same day.

To initiate TelePay the cardholder needs to complete the TelePay form. Once completed the form can either be mailed or faxed as provided below:

US Bancorp Customer Service  
P.O. Box 6344  
Fargo, ND 58103  
FAX: 701-461-3464

### **The following SECURITY protocol is in place for TelePay form processing:**

- The TelePay form is received in the US Bank Control Room.
- The form is batched and sent up the same day to the US Bank Customer Service area.
- The account is set up using the information provided on the TelePay form.
- The archived TelePay forms are kept on site in a locked room.
- After approximately 6 months the TelePay forms are stored in a secured location for ease of retrieving in time of need.

### **The following SECURITY protocol is in place for TelePay payment requests:**

- When the customer calls in, they are asked to verify their account by providing either the single purchase limit on the account or the name of their billing/approving official. Once either of those items has been identified, the representative asks for the payment amount, processes the payment, memos the account and ends the call. There is no paper record of the call. The only record is the note the CSR puts on the account.